

Nevada County System Improvement Plan

*Nevada County
System Improvement Plan*

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**California's Child and Family Services Review
System Improvement Plan**

County: Nevada
Responsible Child Welfare Agency: Nevada County Behavioral Health
Period of Plan: 7/01/04 – 6/30/059
Period of Outcomes Data: 7/01/02 – 6/30/03
Date Submitted: 9/30/04

County Contact Person for County System Improvement Plan

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Submitted by each agency for the children under its care.

Submitted by: Nevada County Child Welfare Director
Name: Robert Erickson LCSW, MPA
Signature: _____

Submitted by: Nevada County Chief Probation Officer
Name: Douglas Carver
Signature: _____

In Collaboration with:

See attached list of County and Community Partners/Participants.

County of Nevada Board of Supervisors

Approved by: Chairperson of the Board of Supervisors
Name: Robin Sutherland

Signature:

Participants in the Redesign/AB 636 Collaboration Process

Lois Aswell	Alta Regional
Colleen Brown	Domestic Violence Coalition (DVSAC)
Shelly Septo	DVSAC
John Sutro	Drug Court
Charlette Burnett	CalWorks
Sandi Cacianti	Sierra Nevada Childrens Services (SNCS)
Marie Claudine	Maternity Health
Kate Darby	Silver Springs
Doug Bond	Program Chief – CPS/CMH
Ellen Wilkes	Sierra Adoptions
Judy Emerson	Grass Valley Methodist Church
Greg Hart	Grass Valley Police
Terry Fransen	CalWorks supervisor
Rafalela Fausto	SNCS Executive Director
Fran Freedle	Kare Crisis Nursery
Mary Grabner	Maternal and Child
Ginny Griffing	Foothills Healthy Babies
Bonnie Hampton	Community Recovery Resources (CORR)
EJ Junkins	Headstart
Cat Karnezis	Child Support Services
Anna Lee Lantz	CPS
Lisa Mitchell	CalWorks
Joyce Peterman	CASA
Maren Petre	NCMH
Mary Ross	Human Services Agency Director
Alison Schamber	SNCS
Karl Snyder	NCMH
Sue Thorn	Chapa De Indian Health Clinic
Lorin Gage	Nevada City Police
Wendy Paye	Maternity Health
Vivian Vaight	CPS
Lee Steffensen	Parent Partner
Doug Carver	Chief, Nevada County Probation
Daniel Bach	CPS
Julie Mcmanus	County Counsel
Ruth Hall	Truckee SNCS
Colleen Williams	Truckee Hospital
Linda Kanter	Family Preservation Nurse

Bob Erickson	Director Nevada County Behavioral Health
Bruce McCulley	CASA

Tammy Ghasvarian	Parent Partner
Jenene Sowell	Family Preservation
Shirley Veale	Superintendent of Schools Office
Cyna Kern	Probation Supervisor
Patricia Gore	Child Support Services
Jackie Herring	SNCS
Rev. Barbara Smith	United Way
Diana Hill	NCMH
Kim Estabrook	PCAC, Headstart
Jennifer Lang-Ree	North Lake Pediatrics
Bob Brandenburg	NCMH
Elizabeth Dear	Wellspring
Alison Olsen	CORR
Jennifer Cannell	Wellspring
Barbara Tenny	NCMH
Cindy Maciel	Sierra Teen Education
Mary Guerrero	NC Social Services
Judge Bryan	Juvenile Judge
Elda Nunez	NC Social Services
Jody Anderson	Tahoe Womens Services (TWS)
Anne Delforge	Tahoe Forest Hospital (TFH)
Bobbie Rowlands	CPS
Hilary Kleger	TWS
Bill Locker	SNCS
Suzi LaGrandeur	TFH
Leesa Robb Knudsen	Probation
Robert Dowrick	Probation
Marti Reedy	Glenshire School
Polly Ryan	NC Court
Lisa Abrahams	Tahoe Truckee Unified School District
Bekki Davis	Probation
Mary Jane Connelly	Nevada County Supertendent of Schools Office
Kathryn Kestler	Foster Care Nurse
Martha Chambers	CORR

People listed above attended one or more of nine community (five stakeholder, two steering committee, and 2 AB636 planning)) meetings held over a period of 12 months (starting August 2003). All share a concern for children in Nevada County and their safe being.

Nevada County First Year System Improvement Plan (SIP)

I. SYSTEM IMPROVEMENT PLAN (SIP) NARRATIVE

In the summer of 2003, Nevada County Child Welfare Services in conjunction with Sierra Nevada Children's Services and Family Preservation Programs began discussing the myriad of pending changes that would be occurring in the delivery of public child welfare services with other county and private agencies (community based organizations/providers, law enforcement, dependency court, attorneys, community members, education, probation, healthcare providers, community health, behavioral health, faith community, and County Board of Supervisors). Dissemination of information related to California's CWS Redesign, the Federal Review, and the California Outcomes and Accountability Act of 2001 (AB 636) occurred through Nevada County Stakeholders community meetings.

In the last year there have been five stakeholders meetings, two steering committee meetings, and two planning meetings held. In general there was an acknowledgement of the importance of working collaboratively for the betterment of Nevada County's children and families. Specifically the three themes of prevention first, collaborative intervention/response, and proactivity for the children's safety became the cornerstones of this multi-year project.

The stakeholders group of August 26, 2004 embraced the task of generating the first year System Improvement Plan (SIP) strategies to address the issues raised in our Self Assessment Plan of June 2004. Represented at the August meeting were Behavioral Health (mental health and alcohol and drug programs), Nevada County Superintendent of Schools, CASA, Probation, Child Welfare Services, Court, Community Health, Sierra Memorial Hospital, Dependency Court, Foster Care Nurse, CORR, Kare Crisis Nursery, and Sierra Nevada Children Services (SNCS). All strategies developed are reflective of the collaborative community efforts of the past year.

The eight Child Welfare outcomes to be addressed in the AB 636 process are:

1. Children are, first and foremost, protected from abuse and neglect.
2. Children are maintained safely in their homes whenever possible and appropriate.
3. Children have permanency and stability in their living situations without increasing reentry into foster care.
4. The family relationships and connections of the children served by the CWS will be preserved, as appropriate.
5. Children receive services adequate to their physical, emotional, and mental health needs.
6. Children receive services appropriate to their educational needs.
7. Families have enhanced capacity to provide for their children's needs.
8. Youth emancipating from foster care are prepared to transition into adulthood.

As a small county with limited resources it was determined that Nevada County would be best served by focusing on an analysis of Safety Outcomes (outcome numbers one and two) assessment, and the development of the System Improvement Plan (SIP) to address areas of desired growth.

The following is an excerpt from the Nevada County Self Assessment.

II. Self Assessment Summary

Summary Assessment

Nevada County faces many challenges in the years to come. Shrinking resources coupled with a growing population do nothing to mitigate those challenges. Methamphetamine has emerged as a major issue for our community and our families. Providing coordinated care to combat this issue increases the stress on our system. Now more than ever we need to work collaboratively.

Nevada County and its stakeholders are ready to meet the challenges. We wanted to focus on safety issues in this self-assessment and in the upcoming System Improvement Plan (SIP) to focus our resources and energy on a manageable task.

The Performance Outcomes

- 1. Children are, first and foremost, protected from abuse and neglect.**
- 2. Children are maintained safely in their homes whenever possible and appropriate.**

The areas of potential growth that will impact these outcomes include:

- Family involvement – we need to do a better job of including the family in the Child Welfare process (i.e. decision making).
- Provide more face to face contacts with referrals. Community support and some form of differential response would help address this issue.
- Develop some form of differential response. Having non-profit or community based agencies willing to share the responsibility and workload of initial response/referral would reduce the number of children entering the Child Welfare caseload.
- Increase training for CPS workers, probation officers, foster parents, and families. Cross train and build positive relationships for change in the community.
- Increase number of medical visits utilizing our public health nurse creating an expedient means of addressing health concerns at an early stage of contact.
- Increase social worker visits with children on their caseload.
- Adhere strictly to the ten-day regulation.
- Work on developing a standard risk assessment. Having a standard followed by all counties in California would be extremely helpful in the delivery of services to families.

Growth in these areas fits well with the community generated themes of prevention first, collaborative intervention, and proactively addressing children's safety. All the above areas will be incorporated in our SIP.

System Improvement Plan

Safety Outcome 1

Outcomes/Systemic Factors:

Recurrence of Maltreatment (1A,1B)

This measure reflects the percent of children who were victims of child abuse/neglect within specific time periods.

Federal Measure: Of all children with a substantiated allegation within the first six months of the study year (7/02 – 12/02), what percent had another substantiated allegation within six months?

1A. Recurrence of maltreatment-

State	11.2%	Nevada County	5.7%
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State Measure: Of all children with a substantiated referral during the 12 month study period, what percent had a subsequent substantiated referral within 12 months?

1B. Recurrence of maltreatment within 12 months -

State	14.6%	Nevada County	15.4%
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State Measure: Of all children with a first substantiated referral during the 12 month study period, what percent had a subsequent substantiated referral within 12 months?

1B. Recurrence of maltreatment within 12 months after first substantiated allegation

State	12.9%	Nevada County	14.3%
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Rate of Child Abuse and/or neglect in Foster Care (1C)

This measure reflects the percent of children in foster care who are abused or neglected while in foster care placement.

Federal Measure: For all children in county supervised or Foster Family Agency (FFA) child welfare supervised foster care during the nine month review period (timeframe established according to federal guidelines), what percent had a substantiated allegation by a foster parent during that time?(data limited due to data constraints to children in foster or FFA homes)

1C. Rate of child abuse/neglect in foster care

State	0.81%	Nevada County	0.00%
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Improvement Goals

1. Cross train social workers, probation officers, and foster parents/community representatives on responding units operation and team solution building strategies.

2. Enhance “safety net” capacity for referrals on families who are experiencing issues within the family that don’t currently meet criteria for CPS intervention, but which if not addressed might lead to formal CPS involvement.
3. Enhance community involvement/feedback in the delivery of child welfare services.

Strategies:

1. Crosstraining responding parties to each other’s job functions and responsibilities will increase effectiveness of service delivery and intervention success.
2. Recurrence of maltreatment will decrease if increased numbers of families are contacted at the “front-end” of services with more preventive interventions.
3. Delivery of child welfare services will be more consumer relevant and community friendly if community members are involved in the child welfare process.

Milestones

Improvement Goal One

- 9/2004 An improved medical intake procedure will be developed to track medical issues in a more efficient manner.
Assigned to: CPS, Probation, and Community Health
- 11/2004 11 session training program will have been developed in conjunction with UCD.
Assigned to: CPS and Probation

Improvement Goal Two

- 11/30/04 Reevaluate and update community partner MOU’s to increase the ability/possibility of providing differential response.
Assigned to: CPS, Probation, Community Partners
- 12/15/04 Implement a tracking system to follow referrals and evaluate response.
Assigned to: CPS and Probation
- 1/2005 Provide resource appropriate differential response in Truckee and Nevada City one day per week as a pilot program.
Assigned to: CPS and Community Partners
- 2/2005 Provide three days CMS/CWS computer training to social workers to ensure proper data entry for evaluation.
Assigned to: CPS

Improvement Goal Three

- 1/2005 Strengthen Foster Care activities support through regular meetings and newsletter.
Coordinate efforts with the Foster Care Association.
Assigned to: CPS and community Partners
- 2/2005 Implement the Citizens Academy, a seven-session community education program,
geared towards familiarizing community members to child welfare, probation,
dependency court, treatment options, and juvenile court operations.
Assigned to: CPS, Court, County Counsel, and Probation
- 2/2005 Create a Citizens Advisory group for child welfare services.
Assigned to: CPS and Community Partners

System Improvement Plan

Safety Outcome 2

Outcomes/Systemic Factors:

Rate of recurrence of abuse and/or neglect in homes where children were not removed (2A)

This measure reflects the occurrence of abuse and/or neglect of children who remain in their own homes.

State Measure: Of all the children with allegation (inconclusive or substantiated) during the 12 month study period who were not removed, what percent had a subsequent substantiated allegation within 12 months?

2A. Rate of recurrence of abuse/neglect in homes where children were not removed

State	9.5%	Nevada County	10.3%
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Percent of child abuse/neglect referrals with a timely response (2B)

This is a process measure designed to determine the percent of cases in which face to face contact with a child occurs, or is attempted, within the regulatory time frames in those situations in which a determination is made that the abuse or neglect allegations indicate significant danger to the child.

State Measure: Percent of child abuse and neglect referrals in the study quarter that have resulted in an in-person investigation stratified by immediate response and ten day referrals, for both planned or actual visits.

2B. Percent of child abuse/neglect referrals with a timely response

		<i>Immediate response</i>	<i>10 Day response</i>
Q3 2003	State	93.6%	90.6%
	NC	100.0%	84.1%
Q2 2003	State	94.5%	88.6%
	NC	97.3%	94.7%

Timely social worker visits with child (2C)

This is a process measure designed to determine if social workers are seeing the children on a monthly basis when that is required.

State Measure: Of all children who required a monthly social worker visit, how many received a monthly visit?

2C. Timely social worker visits with child

Q3 2003	State	69.8%	Nevada County	51.1%
Q2 2003	State	69.2%	Nevada County	61.3%

Improvement Goals

1. Increase ability to maintain contacts with families after allegations have occurred.
2. Enhance face to face response timeliness, capacity, and tracking ability.
3. Increase opportunities for social worker contact.

Strategies

1. Increasing the opportunity of Cal Works, Maternal Health, Family Preservation, and community partners to interact with families for an extended time will decrease the recurrence of abuse or neglect.
2. Provision of more diverse interventions for families, and response team coordination will increase the timeliness of face to face response.
3. Creation of foster placement in or closer to Nevada County would increase social worker visit opportunities.

Milestones

Improvement Goal One

- | | |
|---------|--|
| 11/2004 | Implement an MOU with eligibility, Maternal Health, and CPS to enable sharing of information to coordinate family intervention with positive tox babies.
Assigned to: Sierra Nevada Memorial Hospital, CPS, Community Health, and Adult and Family Services |
| 11/2004 | Develop a county strategy to change the existing law concerning positive tox babies (not requiring a CPS involvement).
Assigned to: Maternal Health, CPS, and Community Partners |
| 12/2004 | Expand/increase Family Preservation role in differential response.
Assigned to: CPS and Community Partners |

Improvement Goal Two

- | | |
|----------|---|
| 10/15/04 | An education liaison (a single point of contact) will be assigned at CPS for the schools. This assignment should increase the timeliness of response.
Assigned to: CPS and The Office of Superintendent of Schools |
| 1/2005 | Provide resource appropriate differential response in Truckee and Nevada City one day per week as a pilot program.
Assigned to: CPS and Community Partners |
| 2/2005 | Create a Citizens Advisory group for child welfare services.
Assigned to: CPS and Community Partners |

2/2005 Provide three days CMS/CWS computer training to social workers to ensure proper data entry for evaluation.
Assigned to: CPS

Improvement Goal Three

1/05 Will implement a strategy to increase the number of foster homes in Nevada County.
Assigned to: Community Partners, CPS, and Foster Care Association

***Nevada County
SIP Timeline 2004/2005***

Date	Safety Outcome	Task/Product	Agencies
9/2004	1A	Medical Intake Procedure	CPS Probation
10/15/04	2B	Education liaison	CPS NCSS
11/2004	1A	Cross Training Regime	CPS Probation Partners
11/2004	2A	Tox law change	CPS CH
11/2004	2A	Maternal Health eligibility	SNMH CPS
11/30/04	1B	MOU's Community Partners	CPS Probation
12/15/04	1B	Tracking System	CPS Probation
1/2005	1B 2B	Partial Differential Response	CPS Partners Probation
1/2005	1C	Foster Care Relationship	CPS Partners
2/2005	1C	Citizens Academy	CPS Court CC Probation
2/2005	1C 2B	Citizens Advisory	CPS Partners
2/2005	1B 2B	CMS/CWS Training	CPS
6/2005	2C	Closer Foster Care	CPS Probation

System Improvement Plan (SIP) Summary

The System Improvement Plan (SIP) represents the first steps in restructuring the child welfare system. This is a project that will take several years to complete. What the SIP does is line out Nevada County's first year steps in this restructure process. This process of change is new. Working collaboratively Nevada County stakeholders can successfully navigate this uncharted course.

We will continue to have regular stakeholders meetings. These meetings will focus on the redesign and AB 636 goals. In addition to these meetings we will also experience a peer review of our CPS program. This review is part of the AB 636 process and our department will participate in the review of other counties. The peer review will concentrate on the outcome areas covered in our SIP.

Nevada County has a strong core of stakeholders who work collaboratively for the benefit of our children and their families. A review of our participant list reveals a diverse group of individuals and organizations willing to make the commitment of time and effort to accomplish this restructuring of the child welfare system.